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## Revision to a Request for a Standing Offer

## Révision à une demande d'offre à commandes

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

## Comments - Commentaires

## Vendor/Firm Name and Address

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

## Issuing Office - Bureau de distribution

Special Projects/Projets Spéciaux  
Terrasses de la Chaudière 4th Floor  
10 Wellington Street  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> LiveScan		
<b>Solicitation No. - N° de l'invitation</b> M7594-191708/B		<b>Date</b> 2020-09-03
<b>Client Reference No. - N° de référence du client</b> M7594-191708		<b>Amendment No. - N° modif.</b> 008
<b>File No. - N° de dossier</b> 107zl.M7594-191708	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZL-107-38315		
<b>Date of Original Request for Standing Offer</b> Date de la demande de l'offre à commandes originale		2020-07-16
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-09-17</b>		<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>Address Enquiries to: - Adresser toutes questions à:</b> Chevrier, Stephane		<b>Buyer Id - Id de l'acheteur</b> 107zl
<b>Telephone No. - N° de téléphone</b> (613) 408-4356 ( )	<b>FAX No. - N° de FAX</b> ( ) -	
<b>Delivery Required - Livraison exigée</b>		
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>		
<b>Security - Sécurité</b> This revision does change the security requirements of the Offer. Cette révision change les besoins en matière de sécurité de la présente offre.		

Instructions: See Herein

Instructions: Voir aux présentes

<b>Acknowledgement copy required</b> <b>Accusé de réception requis</b>	<b>Yes - Oui</b> <input type="checkbox"/>	<b>No - Non</b> <input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

## SOLICITATION AMENDMENT 008

### This solicitation amendment is raised to:

1. Address the following clarification questions submitted by potential bidders; and
2. Modify the RFP if necessary.

### 1. CLARIFICATION QUESTIONS AND ANSWERS

Question #	RFP Reference	Title/ Topic	Clarification Question	Response #	Clarification Response
<b>Q8.1</b>	Master RFSO Document  Section 7.16 Technology Refresh	<p>7.16.1 In the event a product, component or device identified in Appendix B which has been delivered and installed becomes obsolete during the period of the Standing Offer and a replacement is proposed by the Offeror, the replacement product, component or device must provide the same functionality, operability or interface/configuration and support requirements as identified in Appendix A, and must be provided at no additional cost.</p> <p>7.16.2 In the event a product, component or device identified in Appendix B which has not been delivered or installed becomes obsolete during the period of the Standing Offer and a replacement is proposed by the Offeror, the replacement product, component or device must provide the same or better functionality, operability or interface/configuration and support requirements identified in Appendix A, and must be provided at a price not to exceed the ceiling prices in Appendix B for the product component or device being</p>	<p>In each of these Sub Sections, the Offeror is required to provide a replacement at either “no additional cost” and/or “a price not to exceed the ceiling prices in Appendix B”.</p> <p>In both of these cases, it would seem to be unreasonable for the Offeror to be held accountable for price stability and availability for components/products over which we have minimal control and are typically supply and demand situations. We do maintain a reasonable inventory of components to assure adequate supply and pricing stability within our control however, we also do not have control over manufacturer model EOL obsolescence, etc... Additionally, the situation that we have all experienced during this COVID-19 pandemic period, supply and pricing for technology components has continued to rise and/or fluctuate based on market trending. We do attempt to negotiate “best pricing practices” to assure it provides the best value for</p>	<b>R8.1</b>	<p>These clauses provide protection that prevents selling obsolete products to the client where the client is essentially forced into unplanned expenses for the same component due to decisions outside the client's control.</p> <p>The phrasing that the Vendor requests Canada to consider is already included in the a few places in the RFSO such as:</p> <ol style="list-style-type: none"> <li>1. Appendix A section 3.2.6 paragraph 2, 3; and</li> <li>2. Section 7.4.2 and the clarification in response to Q5.2 which included the following “New or replacement components will follow standard PSPC procurement processes to determine fair pricing for Canada based on Most Favoured Customer pricing”.</li> </ol> <p>Consequently, the existing clauses and clarification allows for the Offeror to initiate consultation with the contracting authority to negotiate pricing.</p> <p>The Vendor is expected to effectively manage the</p>

		replaced.	<p>our clients.</p> <p><b>Question:</b></p> <p>Taking into consideration the aforementioned concerns and situations, would Canada consider revising the wording for each of these Sub Sections to the following:</p> <p>"Where there are changes experienced by the Offeror regarding manufacturer model changes, obsolescence, pricing issues, etc. the Offeror will initiate consultation with the contracting authority to advise the authority of the issue encountered and negotiate a solution that is acceptable to all parties."</p>		<p>source of their components to ensure Canada is not sold products that will or could be imminently obsolete. There is an onus on the Vendor to inform the contracting authority of potential or planned obsolescence of components and negotiate a new Appendix B list of components and prices. This process allows Appendix B to be up-to-date, provides a fair balance to the client and Vendor as well as minimizes the risk to the Vendor provided the Vendor effectively manages the supply of the NMSO components.</p>
<b>Q8.2</b>	<p>Master RFSO Document</p> <p>Section 7.17 Downward Price Revision</p>	<p>7.17 Downward Price Revision</p> <p>PSPC will allow the Offeror to reduce their pricing voluntarily on an annual basis. Written notification of requested changes must be received by the Standing Offer Authority a minimum of ten (10) working days prior to the last day of the Standing Offer period and the prices will be adjusted accordingly.</p>	<p>In this Section, the Offeror is afforded the opportunity to "reduce their pricing on an annual basis". However, it would seem to be unreasonable and presumptuous to assume that prices would be trending "downward" only. Particularly for components/products over which the Offeror has very nominal control and which are typically impacted by supply and demand and internal and external market trends. As with most markets, prices will fluctuate for a number of unforeseen pressures. We do try to maintain a robust inventory of key components and have established strong and reliable supply chains to assure adequate supply and pricing stability. It is in those areas where, as an Offeror, we are able to exert some leverage to negotiate "best</p>	<b>R8.2</b>	<p>Canada is not assuming prices will trend downward; however, typically workstation pricing has normally reduced as new technology becomes available. Canada is simply including a provision that enables reduced pricing for components to be reflected without any negotiation. Only a notification to the Standing Offer Authority is required. This information allows departments that use the NMSO to be aware of the pricing for planning purposes.</p> <p>Also please refer to the response to Q5.2 as well as the response to Q8.1 above for clarifications on pricing and negotiating new pricing for replacement components.</p>

			<p>practice pricing” to assure best value for our clients. However, as has been witnessed and experienced during this COVID-19 pandemic period, supply and pricing for technology components has continued to rise and/or fluctuate significantly, based on the effects of this situation in the market. To that end, we are respectfully requesting consideration for annual price review and negotiation.</p> <p>Question:</p> <p>Taking into consideration the aforementioned concerns and situations, would Canada consider revising the wording for each of this Section to the following: “On an annual basis, the Pricing Schedule of the NMSO will be reviewed by the Contracting Authority for Canada and the Offeror to assess the current market pricing for the components/products contained in the schedule. Where applicable, the Offeror will initiate consultation with the Contracting Authority, advise the Authority of any issues/disparities encountered and negotiate a solution that is acceptable to all parties.”</p>		
<b>Q8.3</b>	Appendix A: EFCD Statement of Requirement	<b>Chapter 1</b> 1.6.1 Compliancy Documents Forming Part of Statement of Work #1 1.7.1.2 Vendor Dependencies #4 1.7.1.3 Vendor Configuration Management Tools and Process #2 1.7.1.4 Vendor Documentation #1	<p>In “Attachment 2 to Appendix J: Technical Proposal Evaluation Submission Tables” of the RFSO, there are seventy (70) Rated requirements that have been assigned point values.</p> <p>However, in “Appendix K: Requirements Traceability Matrix” of the RFSO, there</p>	<b>R8.3</b>	<p>The seventy (70) rated requirements represent a combination of requirements stated in the RTM. Consequently, Rated requirements in the RTM do NOT require a repeated response.</p> <p>It is expected that the responses to the seventy</p>

		<p>1.7.1.5 Benchmark Testing #2</p> <p>1.9 Bilingualism #2</p> <p><b>Chapter 3</b></p> <p>3.1 General #3, #6.</p> <p>3.2 Key Areas to be Delivered #15</p> <p>3.Training #2, #3</p> <p>3.3.8 Cameras - Facial image Capture Requirements #4</p> <p><b>Chapter 4</b></p> <p>4.2 Changes to Certified Devices #8, #9</p> <p><b>Chapter 5</b></p> <p>5.1 Purpose #4, #8.</p> <p>5.2.1 General #2</p> <p>5.3.1 Vendor Organizational Structure #2, #3</p> <p>5.3.4 Technology and Process #3, #6</p> <p><b>Chapter 6</b></p> <p>6.2 Contract Deliverables Requirements List (CDRL) Scheduling of Deliverables #2</p>	<p>are a total of seventy seven (77) Rated requirements, fifty (50) of which are not listed in the "Attachment 2 to Appendix J: Technical Proposal Evaluation Submission Tables" file.</p> <p>Can you please confirm that the referenced fifty (50) requirements to the left will NOT require a response as they have not been assigned a point value?</p>		<p>(70) rated requirements in "Attachment 2 to Appendix J: Technical Proposal Evaluation Submission Tables" will satisfy all Rated requirements identified in the RTM. Most of the requirements identified in the Vendor's topic are included in Attachment 2. If the Vendor searches Attachment 2 they will find most of these requirements.</p> <p>For example: In Attachment 2, R16 in the "Requirement" column states "SOR Section 1.7.1.2 (4), 4.2 (8,9), 6.2 (2)". These references identify four (4) requirements listed in Vendor's question topic.</p> <p>Note: There are some requirements such as 3.2.5 #2, #3 which are included in the evaluation of R12 which are not specifically referenced as well as requirements 1.7.1.4 Vendor Documentation #1 and 1.9 Bilingualism #2 both of which will be evaluated as part of the Vendor's provided documentation in R2.</p> <p>The Vendor is encouraged to re-examine Attachment 2, check the references and submit additional questions, if further clarification is required.</p>
	<p>Annex B to Appendix A:</p> <p>EFCD Detailed Requirements</p>	<p>Chapter 1 1.2 EFCD Replacement Concept #5</p> <p>Chapter 2 2.2.1 Ruggedized Standalone Livescan Kiosk Detailed Requirements #6</p>			

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		<p>Chapter 2      Portable Livescan #5</p> <p>Chapter 3      3.2 COTS Compliance #2, #5, #6</p> <p>Chapter 3      3.4 Magnetic Stripe Reader and 2D Barcode Scanner #7</p> <p>Chapter 3      3.12 Federal Statutes Table functions and Features #2, #4, #5, #6, #14</p> <p>Chapter 3      3.13 Transaction Logging / Audit Trail #5</p> <p>Chapter 3      3.21 NIST Packet Viewer #2</p> <p>Chapter 3      3.22 Network Architectural Constraints #3</p> <p>Chapter 3      3.25 Proprietary Equipment #2</p> <p>Chapter 5      5.1 User Management and Role Based Access Controls (RBAC) #10</p> <p>Chapter 5      5.1.1 Role Based Access Controls #2, #3</p> <p>Chapter 6      6.1 Configurable Parameters #2</p>			
	<p>Annex C to Appendix A:</p> <p>Support and Maintenance Requirement s</p>	<p>Chapter 1      1.1 General #4</p> <p>Chapter 2      2.1 General #6, #8</p> <p>Chapter 2      Support And Maintenance Parts #3</p>			
	<p>Annex D to Appendix A:</p> <p>Detailed Workflow Requirement s</p>	<p>Chapter 1      1.3 Supplemental Information #6</p> <p>Chapter 3      3.1 General #4</p> <p>Chapter 12      12.1.1.2 Livescan Palm Print Image</p>			

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		Capture #37			
	Annex E to Appendix A:  Government Furnished Equipment	Chapter 1 #6	1.1 General		
<b>Q8.4</b>	Appendix K: Requirements Traceability Matrix	RFP Reference provided below	<p>Please provide requirement classifications that are blank under Mandatory/Rated column.</p> <p>In addition, 3.9 SMTP-SPOI Detailed Requirements,</p> <p>“1. The SMTP-SPOI Server daily capacity throughput requirements vary from client to client.</p> <p>Table 2 – SMTP-SPOI Server Capacity Models has been established to define the various daily throughput capacities that must be met for various models that will allow a client to select a SMTP-SPOI Server which best meets their requirements.” is marked as (M) in Appendix K and we withdraw the previous inquiry to this requirement.</p>	<b>R8.4</b>	Refer to the response to Q6.7 for requirement 3.9 #5.

**Q8.4 RFP Reference**

Section	Submission Requirements	Mandatory / Rated
3.9 SMTP-SPOI Detailed Requirements	5. The SMTP-SPOI Server must be capable of create DCNs and TCNs for all EFCDs to allow the server to act as a SPOI for an agency with all DCNs and TCNs created under a single ORI.	(M)
6.1 General	2. Livescan a. CRIMINAL CHARGES, CRIMINAL RECORD INQUIRY, DEPORTEE i. DEMOGRAPHIC DATA CAPTURE; and ii. PHOTO CAPTURE iii. FINGERPRINT CAPTURE iv. PALM PRINT CAPTURE v. FINGERPRINT SUMMARY vi. SUBMIT. b. CRIMINAL CHARGES RMS, CRIMINAL RECORD INQUIRY RMS	(M)

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	<ul style="list-style-type: none"> <li>i. RMS DATA SCREEN; and</li> <li>ii. DEMOGRAPHIC DATA CAPTURE</li> <li>iii. PHOTO CAPTURE</li> <li>iv. FINGERPRINT CAPTURE</li> <li>v. PALM PRINT CAPTURE</li> <li>vi. FINGERPRINT SUMMARY</li> <li>vii. SUBMIT.</li> <li>c. CIVIL APPLICATION, CIVIL VULNERABLE SECTOR APPLICATION</li> <li>i. AGENCY INFORMATION; and</li> <li>ii. APPLICATION TYPE DETAILS</li> <li>iii. DEMOGRAPHIC DATA CAPTURE</li> <li>iv. PHOTO CAPTURE</li> <li>v. FINGERPRINT CAPTURE</li> <li>vi. FINGERPRINT SUMMARY</li> <li>vii. CONSENT CAPTURE</li> <li>viii. SUBMIT.</li> <li>d. IMMIGRATION</li> <li>i. DEMOGRAPHIC DATA CAPTURE; and</li> <li>ii. PHOTO CAPTURE</li> <li>iii. FINGERPRINT CAPTURE</li> <li>iv. FINGERPRINT SUMMARY</li> <li>v. SUBMIT.</li> <li>e. REFUGEE</li> <li>i. AGENCY INFORMATION; and</li> <li>ii. DEMOGRAPHIC DATA CAPTURE</li> <li>iii. PHOTO CAPTURE</li> <li>iv. FINGERPRINT CAPTURE</li> <li>v. PALM PRINT CAPTURE</li> <li>vi. FINGERPRINT SUMMARY</li> <li>vii. SUBMIT.</li> <li>f. ELIMINATION PRINTS</li> <li>i. ELIMINATION CONFIRMATION; and</li> <li>ii. DEMOGRAPHIC DATA CAPTURE</li> <li>iii. FINGERPRINT CAPTURE</li> <li>iv. FINGERPRINT SUMMARY</li> <li>v. PRINT.</li> </ul>	
6.1 General	<ul style="list-style-type: none"> <li>3. Cardscan</li> <li>a. CRIMINAL CHARGES, DEPORTEE</li> <li>i. AGENCY INFORMATION</li> <li>ii. DEMOGRAPHIC DATA CAPTURE; and</li> <li>iii. PHOTO CAPTURE</li> <li>iv. FINGERPRINT CAPTURE</li> <li>v. PALM PRINT CAPTURE</li> <li>vi. SUBMIT.</li> <li>b. CRIMINAL RECORD INQUIRY</li> <li>i. DEMOGRAPHIC DATA CAPTURE; and</li> <li>ii. FINGERPRINT CAPTURE</li> <li>iii. PALM PRINT CAPTURE</li> <li>iv. SUBMIT.</li> <li>c. CIVIL APPLICATION, CIVIL VULNERABLE SECTOR APPLICATION</li> </ul>	(M)



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	i. AGENCY INFORMATION; and ii. APPLICATION TYPE DETAILS iii. DEMOGRAPHIC DATA CAPTURE iv. FINGERPRINT CAPTURE v. CONSENT vi. PHOTO CAPTURE vii. SUBMIT. d. REFUGEE i. AGENCY INFORMATION; and ii. DEMOGRAPHIC DATA CAPTURE iii. FINGERPRINT CAPTURE iv. PALM PRINT CAPTURE v. PHOTO CAPTURE vi. SUBMIT.	
16.9.1.1 CBSA CARY, CARN, REF, DEPORTEE Requirements	1. After successful double entry of the GCMS Unique Client ID, the EFCD must allow the OLU to search GCMS by use of the following button: a. SEARCH GCMS	(M)
16.9.1.1 CBSA CARY, CARN, REF, DEPORTEE Requirements	2. After the search is initiated, the Livescan must display the following message, "Search in progress. Please wait." and once the information is retrieved, the message must disappear.	(M)
16.26 US State Search Request (Tag 2.876)	12. The table must have the following columns: a. U.S. State b. File Number	(M)
22.4 EFCD Demographic Data Capture	2. Table 20 - Civil Application Demographic Data Layout must be used as a reference for the layout of the fields that must appear on the Demographic Screen for the Civil Application Workflow.	(M)

## 2. MODIFICATIONS:

**NO MODIFICATIONS ARE RAISED AS PART OF SOLICITATION AMENDMENT 008**